

Department of Auditor-Controller Children's Group Home Ombudsman Activity Report

January 2015

Total Calls	<u>25</u>	General Statistics	
Calls returned within one business day	<u>25</u>	Youth Callers	Time of Youth Calls
Calls resolved within 30 business days	<u>25</u>	Female <u>15</u>	AM <u>7</u>
Follow-up calls from hotline	<u>43</u>	Male <u>6</u>	PM <u>14</u>
Follow-up calls from visits	<u>3</u>	Total Youth Callers	<u>21</u>
		Total Adult Callers	<u>4</u>

Collaboration Contacts/Referrals/Information

DCFS - Social Workers	<u>9</u>	Group Home	<u>4</u>
DCFS - Child Protection Hotline	<u>2</u>	Child Attorney	<u>3</u>
DCFS - Independent Living Program	<u>1</u>	Community Care Licensing	<u>2</u>
DCFS - Out-of-Home Care Management	<u>2</u>	San Bernardino County Ombudsman	<u>1</u>
Probation Ombudsman	<u>3</u>	General Information	<u>6</u>
		Probation Group Home Monitoring and Investigations Unit	<u>3</u>

TOTAL: 36 (Note: A call may have multiple contacts/referrals)

CALLS RELATING TO:

Personal Rights

<u> </u> Allowance	<u> </u> Health/Med, Dental, Psych Care
<u>2</u> Clothing (Rosemary's, Los Angeles Youth Network)	<u>1</u> Respect (David and Margaret)
<u> </u> Contact	<u> </u> School/Community/Religious Svcs
<u>1</u> Food (Bayfront)	<u> </u> Work/Job Skills
<u> </u> Living Conditions	

TOTAL: 4

Personal

<u> </u> Crime/Gang-related	<u>1</u> Physical Abuse/Harm (Bayfront)
<u>1</u> Discipline (Penny Lane)	<u> </u> Fear, Threats, Intimidation, Isolation
<u> </u> Discrimination	<u> </u> Relationship
<u> </u> Emotional Issues	<u> </u> Sexual Interaction
<u> </u> Pregnancy/Infant Care	<u> </u> Substance Abuse
	<u> </u> Neglect

TOTAL: 2

Other

<u>3</u> CSW Contact (Rosemary's - 1; David and Margaret - 2)	<u>1</u> Home Pass (Penny Lane)
<u>3</u> CSW and Attorney Contact (Rosemary's - 3)	<u>1</u> Broken Property (Penny Lane)
<u>1</u> Favoritism (Penny Lane)	<u>1</u> Emancipation and Transitional Housing (Rosemary's)
<u>1</u> Unfair Consequences (Penny Lane)	<u>1</u> Independent Living Program (Los Angeles Youth Network)

TOTAL: 12

Joint Visits/Outreach with Probation Ombudsman

Florence Crittenton
Bayfront Youth and Family Services
Fleming and Barnes, Dimondale
Olive Crest

Issues expressed during visits:
Restraining techniques
Grievance process
Food portions
Peer difficulties

TOTAL: 4 sites

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

February 2015

Total Calls	25	General Statistics	
		Youth Callers	Time of Youth Calls
Calls returned within one business day	25	Female 16	AM 5
Calls resolved within 30 business days	25	Male 6	PM 17
Follow-up calls from hotline	51		
Follow-up calls from visits	0	Total Youth Callers	22
		Total Adult Callers	3

Collaboration Contacts/Referrals/Information

DCFS - Child Protection Hotline	4	Child Attorney	1
DCFS - Children's Social Worker(s)	1	Community Care Licensing	5
DCFS - ILP Ombudsman	1	Orange County CPHL	3
DCFS - Public Inquiry Section	1	Sacramento County Ombudsman	1
DCFS - Out-of-Home Care Management	8	Group Home	3
Probation Ombudsman	3	General Information	5
Probation - Group Home Monitoring and Investigations Unit	5		
TOTAL:	41	<i>(Note: A call may have multiple contacts/referrals)</i>	

CALLS RELATING TO:

Personal Rights

Allowance	1	Health/Med, Dental, Psych Care (Crittenton)
1 Clothing (Crittenton)	2	Respect (Paragon Center - 2)
Contact		School/Community/Religious Svcs
2 Food (Bayfront - 2)		Work/Job Skills
Living Conditions		
TOTAL:	6	

Personal

Crime/Gang-related		Physical Abuse/Harm
Discipline	1	Fear, Threats, Intimidation, Isolation (Murrell's Farm)
Discrimination		Substance Abuse
Emotional Issues		Neglect
Pregnancy/Infant Care		
TOTAL:	1	

Other

1 CSW and Attorney Contact (Rosemary's - 1)	1	Privacy (Children Are Our Future - 1)
2 Treatment (Bayfront - 2)	2	Transportation Concerns (Children Are Our Future - 2)
2 Verbal Abuse (Paragon Center - 2)	1	Placement (David and Margaret)
TOTAL:	9	

No outreach visits were conducted in February.